

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3177
ANSWERED ON:12.12.2012
COMPLAINTS AGAINST UNSATISFACTORY SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has been witnessing a steep rise in the complaints and other grievances of consumers against telecom operators particularly BSNL and MTNL for deficient and unsatisfactory services;
- (b) if so, the details thereof during each of the last three years and the current year and the reasons therefor, State and operator-wise;
- (c) the action taken on such complaints/ grievances;
- (d) whether the Government/TRAI has received suggestions from various quarters for imposition of penalty on telecom operators for unsatisfactory services to the subscribers;
- (e) if so, the details thereof and reaction of the Government thereon; and
- (f) the other corrective steps taken/being taken by the Government/TRAI in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) &(b) The operator-wise details in respect of service related complaints which includes the complaints regarding the deficient and unsatisfactory services against telecom operators; including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL); received in Telecom Regulatory Authority of India (TRAI) during the last three years and the current year upto 30th June,2012 are given in the Annexure –I. Complaints in TRAI are presently compiled operator wise and not on the basis of Service Area/State.

(c) The individual consumer complaints received in TRAI are forwarded to the concerned service provider for redressal.

(d)&(e) During the consultation process on the Consultation Paper on Review of measures taken to protect the interest of consumers and follow up draft "Telecom Consumers Complaint Redressal Regulations,2011" and "Telecom Consumers Protection Regulations, 2011", some of the consumer organizations suggested imposition of penalty for non-repair of faults, non-redressal of complaints within the time limit and for balance cut/Value Added Services (VAS)/ Unsolicited Commercial Communication (UCC) etc. Following the consultation process, TRAI had notified the "Telecom Consumers Complaints Redressal Regulations, 2012", on 5th January 2012 prescribing a revised framework for redressal of complaints of telecom consumers so as to enhance the effectiveness of the grievance redressal mechanism.

(f)

(i) TRAI has recently prescribed, through "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services (second amendment) Regulation, 2012", dated 8th November 2012, financial disincentive on Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Network Service Quality Parameters and Customer Service Quality Parameters, as detailed below:

a) Financial Disincentive not exceeding Rs.50,000/- per parameter for not meeting the benchmarks for Basic Service.

(b) Financial Disincentive not exceeding Rs.50,000/- per parameter for not meeting the benchmarks for Network related parameters for Cellular Mobile Telephone Service and Rs.1,00,000/- per parameter for second or subsequent non-compliance.

(c) Financial Disincentive not exceeding Rs.50,000/- per parameter for not meeting the benchmarks for Customer Service Quality Parameters for Cellular Mobile Telephone Service.

(d)Financial Disincentive not exceeding Rs.10,00,000/- per parameter for false reporting.

(e) Financial Disincentive not exceeding Rs.5,000/- per day for delay in submission of report to TRAI.

(ii) TRAI has also implemented a web based "Telecom Consumers Complaint Monitoring System" (TCCMS) to enable consumers to

lodge their complaints with their service providers, so that the customers can check the status of their complaints online, based on the docket number.